



Kent Police

Job title:	Youth Engagement Officer (PCSO)	Main purpose of the role:
Grade:	Grade D	Identify vulnerability and risk amongst children and young people through intelligence gathering, information sharing, positive relationship building and multi-agency working, in order to prevent youth crime and victimisation in support of the Kent Control Strategy and ensure the correct agencies are involved to deliver the right intervention at the right time. This will include identifying young people involved in or on the periphery of gang activity, those exposed to radicalisation and victims of hate crime and mate crime to ensure appropriate safeguarding and interventions take place.
Role code:	SDV028	
Status:	Police Staff	

Main responsibilities:

- Act as the police point of contact for safeguarding concerns raised by schools, colleges and universities routing enquiries or referrals to the correct police resource or agency in order to ensure safety planning is implemented swiftly in particular responding to children and young people who are affected by domestic abuse (Op Encompass).
- Represent Kent Police in schools, colleges and universities, as the appointed person, to make early interventions and secure help for children and young people at risk of being exploited (through radicalisation, involvement in gangs, hate or mate crime) or vulnerable to a crime connected with the Kent Control Strategy.
- Act as the focal point for intelligence gathering and information sharing between educational establishments, community based youth groups and key partners in support of the Control Strategy priorities.
- Proactively build positive relationships with children and young people, their families and teachers/tutors by being visible, accessible, contactable and providing a consistent link and identify young role models to volunteer in their community to increase confidence and reassurance from the community towards Kent Police.
- Play an active part in the educational - community- and community based clubs and groups, so as to gain respect and build trust with children and young people so that they feel confident in sharing information with the police in order to build upon the intelligence available to the Force.
- Represent Kent Police at multi agency meetings to ensure factual information is shared about youth related matters, so that an accurate intelligence picture can be built to inform joined up tactical interventions.
- Provide tactical advice to the Community Safety Unit (CSU), other police departments and partners on school and youth related matters in order to reduce risk, vulnerability and crime and to deliver a co-ordinated policing response.
- Work with partners such as Independent Police Advisory Group (IPAG), KCC Wardens and Kent and Medway Youth Services to provide a joined up approach to supporting children and young people by identifying diversionary opportunities.
- Support the development of the local cadet scheme working with young people and signposting young people to the cadet programme in order to effectively promote the programme and provide an additional and beneficial diversionary opportunity.

- March 2017

Vetting level:

Management Vetting (MV)

Necessary experience:

The Youth Engagement Officer will have previous experience and knowledge of working with the Police or an enforcement agency, or have worked within a framework of legislative responsibilities. Ideally candidates will also have previous experience in or a passion for working with children and young people, both in schools and in the community.

The post holder will require an ability to build a good rapport with children and young people to gain their trust and confidence and have an understanding of "the world" from a child/young person-s perspective. They will also be capable of building productive relationships with teachers and youth workers.

The post holder will need to be confident in working with partners and be able to represent Kent Police on all youth related matters.

Strong interpersonal and communication skills are essential and experience of involvement in public meetings, public speaking or presentations would be an advantage. Previous experience of using social media would be an advantage, but is not essential as training can be provided where necessary. The post holder must have a current driving licence.

Behaviours:

Analyse Critically (Level 1)

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

Collaborative (Level 1)

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

Deliver, Support and Inspire (Level 1)

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

Emotionally Aware (Level 1)

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood

by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

Innovative and Open-minded (Level 1)

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures for continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

Take Ownership (Level 1)

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

Values:

Impartiality (Accredited)

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

Integrity (Accredited)

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

Public Service (Accredited)

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

Transparency (Accredited)

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it. I give constructive and accurate feedback. I represent the opinions of others accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

Technical skills:

Community Partnerships (Level 3)

Work with the community partners and other agencies to solve community problems in accordance with the relevant legislation policy procedures and partnership agreements. Example: Take positive steps to

develop and maintain your awareness of community issues. Respond positively to community members who identify problems. Record and take appropriate action to deal with the issues raised. Obtain information and intelligence from the community, partners and other agencies. Use analysis of information and intelligence to identify the causes and effects of the problems. Develop partnership solutions, in consultation with the community and other agencies. Take action to implement solutions, with the assistance of police departments and partners, having obtained the appropriate authority. Continually monitor the effectiveness of the partnership strategy. Provide feedback to appropriate police personnel and partners.

Crime Investigation (Level 3)

Able to identify offences and offenders. Able to conduct street identifications. Completes routine interviews to determine and establish events and identify potential witnesses. Plans and prepares further actions. Has an awareness of other agencies and the assistance they can give in providing information and/or assistance with the investigation. Collates all relevant information into appropriate written form, providing reports of a sufficient clarity and quality to enable the evidence contained to be used to further the investigation. Able to gather or preserve any physical evidence at the scene. Able to investigate basic intelligence/information gained in order to validate it where necessary and/or prepare further work from it.

Drugs (Level 3)

Has a basic understanding of the various types of drugs and paraphernalia used to administer and manufacture illegal substances. Has a good understanding of drugs related offences, relevant legislation, the evidence required to support further investigation and an awareness of the support and assistance that other investigative officers and agencies can offer.

ECYPM (Level 4)

Develops appropriate professional relationships with children and young people. Has an awareness and basic knowledge, where appropriate, of the most current legislation. Has the confidence to actively represent the child or young person and his or her rights. Understands the necessity of information sharing within the context of children and young people's wellbeing and safety. Understands the different forms and extent of abuse and their impact on children's development. Able to recognise when a child or young person is in danger or at risk of harm, and take action to protect them. Knows when and how to discuss concerns with parents and carers. Understands the roles of other agencies, local procedures on child protection and variations in use of terminology.

First Aid (Level 3)

Can take charge of a situation and render basic life support, if an injury or illness should occur, having satisfactorily completed (BLS) training covering choking, CPR, effective control of bleeding and the recovery position. Demonstrates competence to an approved standard and holds the required certificate. Retention of competence will be subject to basic refresher training and re-assessment every three years.

Forensic - Crime Scene Management (Level 3)

Has a working knowledge of the preservation of evidence and practical experience in identifying scene parameters and securing crime scenes. Aware of the method of establishing and clearing a common approach path. Possesses a basic knowledge of the concepts of forensic evidence and the technical aids available within Force. Understands issues relating to scene contamination and can take practical steps to avoid it.

Health & Safety (Level 3)

Has a basic understanding of Health and Safety issues affecting the current role and working environment. Takes responsibility for personal safety and the safety of others. Aware of hazards and reports problems identified to line manager. Understands and minimises the physical risk of injury through the use of proper manual handling procedures.

Incident / Scene Management & Contl (Level 3)

Able to undertake initial examination and assessment of an incident. Able to give clear and precise situation reports. Sets up effective communication and control points. Has an awareness of hazardous materials and devices and makes safety a first priority where risk is apparent. Able to request additional support and /or supervisory personnel and any other service which may be required. Aware of the requirements needed to secure and preserve evidence at the scene. Aware of Gold-Silver command arrangements.

Information Management & Technology (Level 3)

Knows the range of police information systems available locally to support daily activities, and understands their uses. Can use police information systems to perform routine tasks. May be able to create simple records, and amends data to add information, within requirements of role. Understands data quality issues.

Intelligence Gathering & Analysis (Level 3)

Able to gain intelligence from various sources and is aware of how to give that information to the relevant department and in what format it is required. Able to liaise with intelligence personnel if necessary to gain advice as to the gathering and analysis of information.

Interviewing - General (Level 3)

Demonstrates the ability to conduct effective routine interviews for a variety of purposes. Prepares and plans carefully and is clear about the purpose of the interview. Asks relevant questions and is able to obtain the required information. Regularly reviews personal interview performance. Adapts style to suit the needs of the interview.

Knowledge of Legislation and Policy (Level 4)

Has a thorough understanding of all legislation, policy and procedure relevant to the current role. Able to apply this and offer advice to colleagues as necessary.

Mgmt of Police Information (MOPI) (Level 4)

Full compliance with level 3. Complies with all relevant security policies and systems operating procedures relating to national and force bespoke computerised databases and systems e.g. PNC, Genesis, STORM etc. Has successfully completed all relevant required additional MOPI training packages.

Preventing Violent Extremism (Level 4)

Engaged with Prevent activities both in force and with Partner organisations. Demonstrates an understanding of the Prevent objectives and relevant policies and procedures. Recognises potential Prevent implications and issues, and highlights them as appropriate.

Risk Management (Level 3)

Demonstrates an awareness of personal risk management issues, challenges or difficulties likely to affect the post holder in the execution of their duties. Able to anticipate risks likely to affect their work and knows how to communicate the likelihood and possible impacts of such events to line managers or supervisors.

Staff Safety (Level 3)

Has been trained in the skills and demonstrates the ability to apply elements of the staff safety programme. These are : Communication Skills and Unarmed Skills. Currently authorised to use these techniques, having received initial or refresher training within the last 12 months. Able to apply these techniques in practical situations minimising the risk of injury to themselves and ensuring their own safety and the safety of colleagues and members of the public.

Victim Support (Level 4)

Good working knowledge of victim support techniques both internal and external to the organisation. Able to support victims and other interested parties during an investigation which may lead to a court case. Able to act as an advisor for other staff on support services available.

National Occupational Standards:

AA1 (Level Accredited)

Promote equality and value diversity.